Alabama Medicaid Agency

MEDICAID ENTERPRISE SYSTEM (MES) – SYSTEM INTEGRATOR (SI) REQUEST FOR INFORMATION

January 11, 2021

Respond to:
Alabama Medicaid Agency
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Issued: January 11, 2021
Response Due Date: 5:00 PM, CT, March 8, 2021

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1 Introduction

This is a Request for Information (RFI) issued by the Alabama Medicaid Agency, hereinafter referred to as the Agency. The Agency is soliciting information, following the procedures contained in this document, from vendors who provide innovative solutions for integrating various applications and modules in support of a Medicaid Enterprise System (MES).

1.1 Objectives of the Request for Information

Through this RFI, the Agency is seeking to gain insight into System Integrator (SI) solutions that have been or are being implemented. Specific narrative requests for detailed information are provided in **Section 4 Narrative Requests for Information**. The Agency is limiting the scope of this RFI to Respondents who have experience providing system integration solutions and services. Any responses received from Respondents who do not possess a system integration solution will not be reviewed (example: other modules or systems).

Any insight into the Agency's roadmap or modular strategy is provided for context only. The issuance of this RFI does not obligate the Agency in any way to issue a future procurement for the solution and services described hereinafter.

1.2 Alabama Medicaid Agency Overview

The Agency is responsible for the administration of the Alabama Medicaid Program under a federally approved State Plan for Medical Assistance. Through teamwork, the Agency strives to enhance and operate a cost-efficient system of payment for health care services rendered to low income individuals through a partnership with health care providers, and other health care insurers both public and private.

The Agency's central office is located at 501 Dexter Avenue in Montgomery, Alabama. Central office personnel are responsible for data processing, program management, financial management, program integrity, general support services, professional services, and recipient eligibility services. For certain recipient categories, eligibility determination is made by Agency personnel located in eleven (11) district offices throughout the state and by one hundred forty (140) out-stationed workers in designated hospitals, health departments, and clinics. Medicaid eligibility is also determined through established policies by the Alabama Department of Human Resources and the Social Security Administration. In 2017, approximately 1 million Alabama citizens were eligible for Medicaid benefits each month through a variety of programs.

Additional program information can be found at www.medicaid.alabama.gov.

2 Medicaid Management Information System (AMMIS) Modernization

The Agency is moving forward with the modernization of the existing AMMIS by replacing it using loosely coupled modules as required by the Centers for Medicare and Medicaid Services (CMS). The Agency has organized the project to implement the SI and MES modules in a proposed project timeline (**Section 2.5**) that supports the existing AMMIS.

The Agency will use a modular approach that will comply with CMS Standards and Conditions (S&C) and promote the use of industry standards for information exchange and interoperability, provide a seamless business services environment for users, and create a framework aligned with the current version of Medicaid Information Technology Architecture (MITA).

2.1 Strategy for Achieving Modularity

The modular strategy provides the Agency's roadmap for procuring a modernized and modular MES. As the Agency continues to work with internal and external stakeholders, CMS, and NTT DATA (the Agency's chosen vendor for Program Management Office services, MES PMO), the strategy will evolve and continue to be revised throughout the procurement development lifecycle.

2.1.1 Working with CMS for Modular Strategy

The Agency worked with CMS and the MES PMO to develop a forward-looking strategy to complete their transformation to a modular MES. The approved modular strategy will have several procurement actions, all of which are organized and listed below in **Exhibit 1**.

Exhibit 1: High Level Service, Infrastructure, & Solution Award Schedule

Service and Module Procurements	Award (or Projected Award) by Fiscal Year (FY)
Umbrella Project Service Procurements	
IV&V	✓ FY 2018
AMMIS Takeover Implementation and Maintenance and Operations	✓ FY 2019
PMO Services	✓ FY 2020
System Integrator Procurement	
System Integrator	FY 2023
MES Modular Procurements	
Electronic Visit Verification	FY 2021
Enterprise Data Warehouse	FY 2023
Core	FY 2024
Provider Management	FY 2025

✓ - Procurements that have been awarded

2.2 System Integrator Procurement

The Agency's transition to modularity will begin with a SI that will design, develop, implement (DDI), and operate the framework to be used for all additional module Vendors. The SI's solution will be transferrable to the Agency or other entity in the event the SI does not successfully win follow-on contracts for system integration services and operations.

2.2.1 System Integrator Scope

Exhibit 2 depicts the Agency's planned scope for the SI. The SI's framework will be divided into three key components to produce a comprehensive SI solution for the Agency. These components are: Data Integration and Transformation, Identity Management, and Operation Assurance. The Agency is planning for the SI to also provide services as described in **Section 4 Narrative Requests for Information**.

Exhibit 2: High Level System Integrator Scope

Data Integration & Transformation	Identity Management	Operation Assurance
Ensure completeness and integrity of data shared and exchanged between modules	Provide easy, secure access to necessary functionality across modules	Service Level Agreement (SLA) dashboarding and reporting
Establish development and technology standards in accordance with governance	Manage multiple user directories / integrations	Drive to resolution service degradations
Data Transformation between modules	Implement Single Sign-On capabilities	Root Cause Analysis and problem resolution

2.3 MES Modular Procurements

The Modules listed in **Exhibit 1** and described below were identified, and chosen by the Agency to provide interchangeable products, systems and/or components required to support the MES project. The modular information below is provided for context only, the Agency is not seeking insight from Respondents.

2.3.1 Modular Electronic Visit Verification (MEVV)

The Agency is currently in the procurement process to contract and implement a MEVV that follows the CMS Model. Under this model, the Agency will set the processing standards for MEVV, provide a front-end application for capturing Electronic Visit Verification (EVV) visit data, and aggregate EVV visit related data from third-party systems. Providers under this model have the flexibility to use the Agency's MEVV or select a solution that better meets their individual business and technology needs. Should providers select a solution of their own, they will be required to submit standardized visit-related data as defined by the Agency, to the MEVV. **Exhibit 3** lists the solution components required to support the MEVV.

Exhibit 3: Systems and Components for MEVV

MEVV Functionality		
Open Vendor Model	Data Aggregator	Mobile Devices
Care Management Plans	Scheduling	Visit Recording
Claims/Billing	Remittance Advice	Reporting

2.3.2 Enterprise Data Warehouse (EDW)

The EDW will serve as the repository for all mandatory reporting including Transformed Medicaid Statistical Information System (T-MSIS), Management and Administrative Reporting Subsystem

(MARS), Surveillance and Utilization Review (SUR), Decision Support System (DSS) and other ad hoc, federal, and enterprise reporting needs. Further innovation would include business intelligence and advanced analytics for both internal and external MES stakeholders. **Exhibit 4** lists the systems and components that will make up the EDW module.

Exhibit 4: Systems and Components for EDW Module

EDW Functionality			
Integrated Data Management	Data Analytics	Program Integrity	CMS Regulatory Reporting

2.3.3 Core

The Core module will support Medicaid business functions and processing for such areas as, member eligibility, third party liability, benefit package maintenance, managed care enrollment, care management, financial management, fee for service claims processing, pharmacy and prior authorization. **Exhibit 5** lists the systems and components supported by the Core Module.

Exhibit 5: Systems and Components for Core Module

Core Functionality		
Claims Processing (Fee for Service & Encounter)	Recipient (Long Term Care (LTC), Early and Periodic Screening, Diagnosis and Treatment (EPSDT))	Recipient Accounts Receivable
Financial	Drug Rebate	Third Party Liability
Dental Management	Managed Care	Prior Authorization
Member Management	Drug Utilization Review (DUR)	Medical Services
Pharmacy		

2.3.4 Provider Management

The Provider Management module will provide a modular solution to support the provider management business processes, including provider enrollment/termination, information management, provider communications, and provider web portal. **Exhibit 6** lists the components in scope for the Provider Management module.

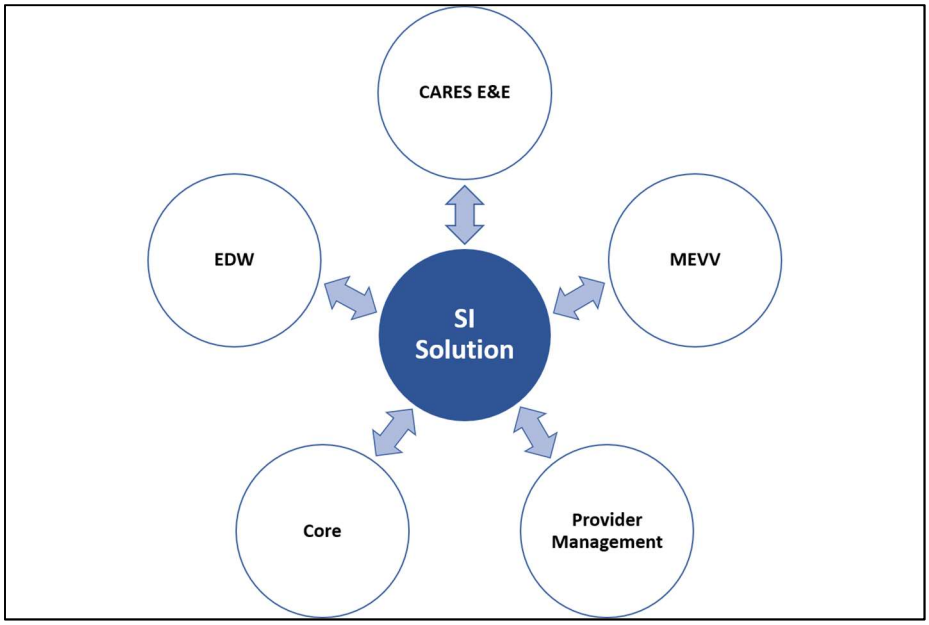
Exhibit 6: Systems and Components for Provider Management Module

Provider Management Functionality		
Provider Enrollment	Provider Revalidation	Manage Provider Information
Provider Communication	Provider Outreach	Provider Portal
Provider Termination	Grievance & Appeals	

2.4 MES Proposed End-State

The SI solution will ensure efficient transfer of data between modules of the MES as illustrated in **Exhibit 7.**

Exhibit 7: MES Proposed End-State Diagram



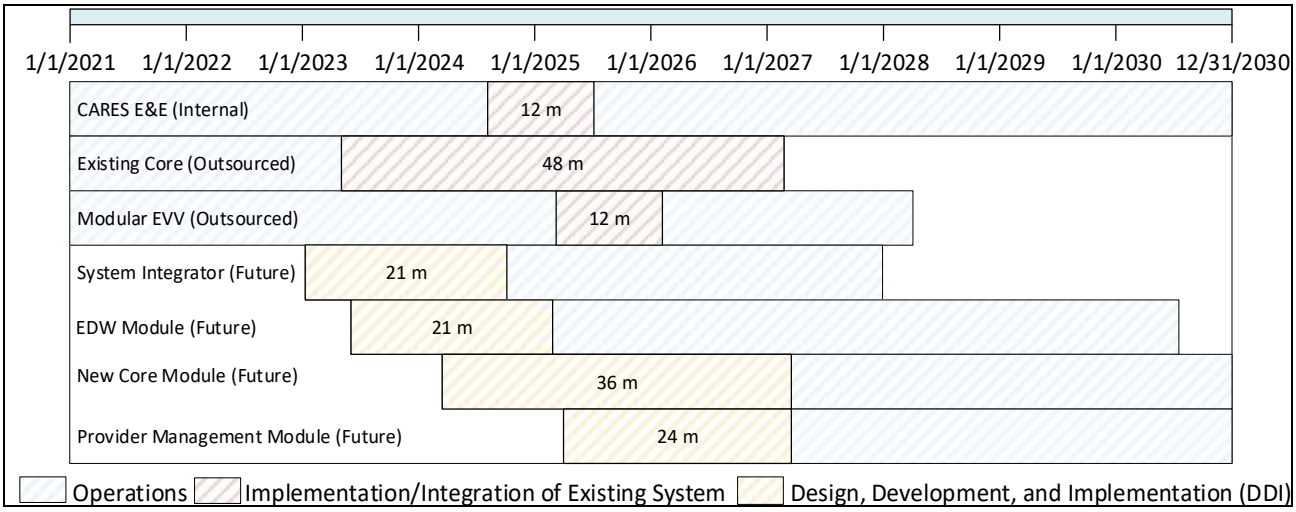
2.5 Procurement and Implementation Timeline

The MES is expected to be completed over the course of several years and multiple projects. **Exhibit 8** represents the procurement timeline and tasks envisioned by the Agency, this initial vision involves the completion of all high-level project activities.

The module start and end dates will be subject to the final, Agency approved schedule. However, this initial timeline is contingent upon modules starting and finishing as soon as feasible while acknowledging that a staggered approach may be utilized based on the availability of key Agency staff to support the implementation of each module. This staggered approach also takes into account the inclusion of existing systems Centralized Alabama Recipient Eligibility System (CARES), Eligibility and Enrollment (E&E), Existing Core, and MEVV) being implemented and integrated into the SI framework.

The Agency expects the final schedule to differ from the schedule presented in **Exhibit 8**. Modules will be implemented in a timeline that most effectively meets the needs of the contract while considering availability of Agency staff and other resources to support the project. The initial timeline presents a staggered view of implementing modules, while completing them as soon as possible.

Exhibit 8: High Level Procurement and Implementation Strategy Timeline



3 Request for Information Procedure

This request requires any Respondent wishing to submit information to respond to this RFI by 5:00 p.m. CT, March 8, 2021. The Agency will accept a formal written response to this RFI devoid of marketing, sales, or boilerplate material. ***The Respondents are asked to provide responses specific to each request for information.***

3.1 Relevant Dates

Event	Due Date
Issue RFI	January 11, 2021
Questions Due from Respondents	January 22, 2021
Answers Due from the Agency	February 12, 2021
Deadline of Submission	March 8, 2021
Clarification Request from the Agency	April 1, 2021
Clarifications Due from Respondents	April 15, 2021
Demonstrations, if requested by the Agency	TBD

3.2 RFI Coordinator

Shannon Crane

Alabama Medicaid Agency
Lurleen B. Wallace Building
501 Dexter Avenue
PO Box 5624
Montgomery, AL 36103-5624

RFI_MES_SI@medicaid.alabama.gov

3.3 Questions

Any technical or procedural questions regarding this RFI must be captured using **Appendix A – Question Template** and submitted to the RFI Coordinator via the RFI email address, by the date and time listed in **Section 3.1 Relevant Dates**. Responses to questions will be posted on the Agency's website.

3.4 Response Format

Respondents must submit one original with original signatures in ink, one additional hard copy in binder form, and two electronic copies of the response on a Universal Serial Bus (USB) flash drive. Respondents must identify the original hard copy on the outside of the proposal. One electronic copy must be a complete version of the Respondent's response and the second electronic copy must have any information asserted as confidential or proprietary redacted.

The RFI response must be submitted in a sealed envelope or package with the RFI number and the Respondent's name and address clearly indicated on the envelope or package.

The Respondent must include the following tabbed sections within their response:

A. Transmittal Letter (Limited to 2 Pages)

To include the following information:

1. Statement required in response to **Section 3.8 Demonstrations**
2. Contractor shall provide a transmittal letter, signed by an individual authorized to represent Contractor for this RFI. This letter shall also include contact information for the transmittal signatory, including Mailing Address, Email, and Phone

B. Narrative Requests for Information (Limited to 75 Pages)

Respondents will provide a narrative response to each request listed in **Section 4 RFI Narrative Requests for Information**.

C. Appendices

Respondents may provide additional collateral related to their SI Solution in this section, including the below items:

1. Videos
2. Website links
3. Pre-recorded Webinars
4. Time limited access privileges to content or systems

3.5 Submission

Responses to the RFI may be hand-delivered or mailed to the RFI Coordinator. Responses will not be accepted over the phone or by email. All responses must be received before the Deadline of Submission as stated in **Section 3.1 Relevant Dates**.

Respondents replying to this RFI will not be precluded from bidding on future Medicaid procurements in regard to MES Modularity, except where limited by conflict of interest as determined by the State of Alabama.

3.6 Review and Rejection of RFI Responses

The Agency reserves the right to reject any and all responses, in whole and in part, received in response to this RFI at any time. This RFI process is for the Agency's informational benefit. This RFI is not the comprehensive set of Request for Proposal (RFP) requirements and specifications, and each Respondent is responsible for determining all factors necessary for submission of a comprehensive response to this RFI.

The RFI response will not be subject to an RFP-type evaluation but only to a review of Respondent's suggested solution, approach to addressing the MES system integration, and ability to perform services that may be of use to the Agency.

3.7 Request for Clarifications

The RFI Coordinator may release a request for clarification for all Respondents.

3.8 Demonstrations, if requested

The Respondent should indicate if they would be willing to provide a virtual demonstration of their solution(s), if requested by the Agency. The purpose of this demonstration would be to seek additional information contained within the response and to further explore issues raised or to further meet the goals of the RFI. Respondents must demonstrate a solution that is in production which could be either a self-contained demonstration or a live demonstration.

Demonstration schedule, agenda, and specific request for key activities to be demonstrated using the envisioned solution will be provided per **Section 3.1 Relevant Dates**. Respondent presenters must be key delivery staff and not solely corporate executives or sales personnel.

The Agency will not reimburse submitters for any cost in conjunction with their responses to this RFI or demonstrations.

3.9 No Obligation to Issue RFP

This RFI is an inquiry only and no contract or agreement will be entered into as a result of this process. By responding to this document or otherwise participating in this process, no contract or agreement will be formed, and no legal obligation between the Agency and Respondent will arise. Individual firms or teams that have not responded to this RFI shall not be precluded from participating in any future solicitation processes in relation to the project. The issuance of this RFI does not obligate the Agency in any way to issue an RFP or any other procurement for the solution, materials, and services described in this RFI.

3.10 Disclosure of RFI Contents

Respondents should be aware that any information in a response may be subject to disclosure and/or reproduction under Alabama law. Designation as proprietary or confidential may not protect any materials included within the response from disclosure if required by law. Respondents should mark or otherwise designate any material that they believe is proprietary or otherwise confidential by labeling the page as “CONFIDENTIAL” on the bottom of the page. Respondents shall also state any legal authority as to why that material should not be subject to public disclosure under Alabama law, including the open records laws, and is marked as Proprietary Information. By way of illustration but not limitation, “Proprietary Information” includes trade secrets, inventions, mask works, ideas, processes, formulas, source and object codes, data, programs, other works of authorship, know-how, improvements, discoveries, developments, designs, and techniques.

It is the sole responsibility of the Respondent to indicate information that is to remain confidential. The Agency assumes no liability for the disclosure of information not identified by the Respondent as confidential.

3.11 Copyright Permission

By submitting a response, the Respondent agrees that the Agency may copy the response for purposes of facilitating the analysis of the response, or to respond to requests for public records. By submitting a response, the Respondent consents to such copying and warrants that such copying will not violate the rights of any third party.

3.12 Cost and Expenses

Each Respondent is responsible for its own costs and expenses related to this process, including cost and expenses associated with preparing and submitting a response to this RFI, participating in the process, the provision of any additional information, or attendance at meetings/interviews. No costs related to this RFI will be reimbursable from the Agency.

4 Narrative Requests for Information

This section provides the Agency's definitions and possible components of the SI solution, along with corresponding requests for information to be addressed by Respondents.

4.1 Technical System Integrator Solution

4.1.1 Data Integration and Transformation

The SI will design, develop, implement, and operate a solution that facilitates sharing of data between all modules within the MES, including:

1. Development of integration interfaces, architecture/infrastructure, and services
2. Appropriate logging of all transactions and exchanges
3. Ensure data integrity in all transactions
4. Enforce governance standards across the MES
    a. Inclusive of Data, Security, Privacy, and Technology standards
5. Transformation of data between data source and data consumer
6. Partner with the Agency's Data Governance Office (DGO) to enforce data governance, quality, and Integration Data Management

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A. Provide requirements the Respondent would expect to see in an RFP, including any considerations and recommendations for the following:

1. ***Utilization of transactional Operational Data Store (ODS) as an integral component of the integration platform, and any associated pros and cons related to utilizing an ODS***
2. ***Utilization of an Enterprise Service Bus (ESB) as an integral component of the integration platform, and any associated pros and cons related to utilizing an ESB***
3. ***Utilization of any pre-built Medicaid integration product, and any associated pros and cons related to such a product***
4. ***Provide a diagram with narrative showing how and where data translation and transformation should occur for delivery between MES modules***

B. Provide the requirements the Respondent would expect to see specifically around communication standards for integrating MES modules as described for the MES

C. Provide recommended requirements around any existing or future Integration as a Service or Infrastructure as a Service offerings, and how that translate into models for availability and scalability

D. Provide recommendations regarding use and ownership of the following components: data dictionary, service catalog, and current Interface Configuration Documentation

E. Provide guidance on requirements for integration with data governance tools, including associated Application Programming Interfaces (API), within the state of the Agency's DGO which currently utilizes Trillium® and Collibra®

4.1.2 Identity Management (IdM)

As agent for system identity management for the MES, the SI will provide a streamlined unified solution that provides the following:

A. Functionality Across Modules

The SI will be responsible for the identity validation and Single Sign-On (SSO) capabilities (not roles or access). This will involve the management of multiple user directories (internal, external, and vendor). The Agency will not expect the SI to understand or manage the roles and security access requirements within a module. However, the SI will be expected to create and support enterprise wide services to allow IdM and SSO to be consistent within each module and within all other Medicaid systems. The modules will be required to comply with the SI's IdM and SSO approach.

This section of the SI solution may contain the following:

1. Provide identity services to Alabama (AL) state users of the MES such that a user may log in once and have appropriate access/permissions to applications within the MES
2. Provide identity services to external users of the MES
    a. Example Use Case: Recipient needs to update information in CARES E&E to enter eligibility data as well as member portal provided by Core module
3. Provide identity services to users from the participating vendor community to access commonly presented material
4. Provide Multi-Factor Authentication (MFA) services to ensure identity of user

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A. Provide any recommendations and considerations regarding Identity Management as defined by the Agency and any risks related to multiple, separate user directories and impact to user experience and the types of requirements the Respondent would expect to see in an RFP

B. Recommend any requirements that would be beneficial regarding self-service account management including lost password, unlock, update accounts

C. Provide recommendations and considerations regarding MFA for MES users (as required by CMS), and any complexities around implementation and ongoing management

D. Provide lessons learned from previous projects that have affected the Respondent's approach to SSO and MFA

4.1.3 Operation Assurance

The MES SI will be responsible to deliver a robust solution that performs as expected, is well monitored, and is resilient. The SI will be the primary agent responsible for issue management and problem resolution across the MES, including the following:

A. Service Level Agreements (SLA) and System Health Dashboard and Reporting

The SI will provide a dashboard with current information on system health, availability, adherence to SLAs, and other relevant information that can give an overall snapshot of the operational state/health of the MES.

This section of the SI solution may contain the following:

1. Accurately report on their own performance SLAs
2. Log, retain, and report all traffic across its domain
3. Define data inputs, from all modules, for the dashboard
4. Modules which will provide system health data to SI to be displayed on dashboard

B. Drive Service Degradations to Resolution

The MES SI will help diagnose, troubleshoot and resolve service interruptions, and degradations across the MES.

This section of the SI solution may contain the following:

1. Drive to resolution any outstanding issue or problem, involving the SI solution or participating module contractor
2. Coordinate with Module Contractors to perform and report Root Cause Analysis
3. Serve as the Agency's technical expertise for problem resolution
4. Create and distribute technical architecture documentation for the MES
5. Provide help desk and technical support for the SI solution
6. Aggregate service management data (service tickets) and provide dashboard (example: Service Now) for all modules and provide relevant reports
7. Integrate with participating module contractor incident management systems

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A. Provide Operation Assurance requirements the Agency should consider, including implementation and day to day support of the following:

1. ***Help desk services for the integration platform in a multi-vendor environment***
2. ***Ensuring the Agency is kept current on operational issues, expected time to resolution, and system status***
3. ***Including any tools that would be beneficial to monitoring and maintaining a high-performing modular enterprise system***

B. Identify additional information the Respondent might need from the Agency in order to

provide an SI solution that meets the Operation Assurance level of service described in this RFI

C. Provide lessons learned from previous projects that have affected your approach to the Operation Assurance of your SI Solution

4.2 Non-Functional System Integrator Solution

4.2.1 Key Performance Indicators (KPI) and Service Level Agreements (SLA)

The Agency intends to measure the KPIs in the MES, and to incentivize the SI and module contractors through SLAs. This section is seeking the Respondent's input based upon their experience.

A. Provide examples of KPIs successfully used in providing the SI services in the list provided below from Section 4.1, including what the Respondent would consider acceptable performance threshold values

1. ***Data Integration and Transformation***
2. ***Identity Management***
3. ***Operation Assurance***

B. Provide examples of SLAs successfully used in providing the SI services in the list provided below from Section 4.1, including incentives. Providing the Respondent's catalog of SI SLAs is also acceptable

1. ***Data Integration and Transformation***
2. ***Identity Management***
3. ***Operation Assurance***

C. Describe the pros and cons between collaborative creation of KPIs and SLAs vs those prescribed solely by the Agency

D. Provide the Respondent recommendations for determining the boundaries for KPIs and SLAs between the SI's framework and the module contractors

E. Provide lessons learned from previous projects that have affected the Respondent's approach to KPIs and SLAs

4.2.2 Pricing Structure

The Agency is seeking insight into the pricing structures used for system integration solutions. Please provide answers to the below statements to assist the Agency in understanding how the Respondent's pricing structure supports fixed priced procurements. Respondents are encouraged to provide example pricing schedules with their response. ***Answers to this section shall not include any actual pricing.***

A. Provide major variables that affect fixed prices for services listed in Sections 4.1 and 4.2, including the below information:

1. ***Scalability – rate changes as userbase, data volume, etc.***
2. ***DDI – the Agency prefers to pay for DDI with fixed price deliverables; provide the Respondent's preferred pricing structure***
3. ***SLAs – for example discounts, penalties, credits, incentives***
4. ***Rate Cards (do not include actual prices)***
5. ***Modification Pools***
6. ***Module Integration – for example based on module size, price negotiated change requests, fixed labor rates***
7. ***Infrastructure/Software Maintenance – included in base rate or separate line items***

B. Provide recommendations for information to be included in an SI procurement and procurement library to enable accurate estimates and cost for the SI solution

C. Provide lessons learned from previous projects that have affected the Respondent's pricing structure

4.2.3 Staffing

The Agency is interested in the level of expertise necessary to successfully implement a System Integrator solution. The staffing resources assigned to this project are viewed by the Agency as integral components of the MES Programs success. The success and on-time/on-budget delivery of the MES is dependent upon the SI Team and the essential skills and experience they bring to the project.

A. Below, please provide the information requested in Exhibit 9 for all key roles which would be required to fulfill the scope of the MES SI project. For project roles with same/similar titles, use the role description to designate/provide the differences

Example: Staff qualifications expected around incident management, problem resolution, and system troubleshooting, and general technical experience.

Exhibit 9: MES SI Contractor Staffing Table

Project Role	Role Description	Years of Experience	Education / Certifications	Dedicated Full Time Employee (FTE) or FTE %

B. Below, please provide roles and responsibilities that the Respondent recommends for Agency staff and MES PMO for the MES SI Project in Exhibit 10

Exhibit 10: MES SI Agency and MES PMO Roles and Responsibilities

Project Role	Responsibilities	% of Time Expected

C. Provide lessons learned from previous projects that have affected the Respondent's current staffing model for similar SI projects

4.2.4 Deliverables and Artifacts

The Agency sees collaboration between the SI and the MES PMO as an essential relationship, which will drive a successful MES Project. Part of that relationship is the identification, development, and maintenance of deliverables and artifacts.

A. Below, please provide the information requested in Exhibit 11 for what the Respondent's expected deliverables would be to deliver successful SI projects. Example: Architectural artifacts, Business Continuity (BC) / Disaster Recovery (DR) plan

Exhibit 11: System Integrator Deliverables and Artifacts

Item	Initial Due Date from Contract Award	Description	Acceptance Criteria	Revision Frequency

B. Provide lessons learned from previous projects that have affected the Respondent's view of essential deliverables and/or artifacts

4.2.5 Schedule Management

The SI contractor will be responsible for the overall technical success for implementing and operationally supporting the SI solution. In addition, the SI contractor will be responsible for everything associated with ensuring the proper data flow between the modular vendors, external trading partners, and the SI solution. Per Exhibit 8, the Agency and MES PMO have developed a high-level accelerated schedule for the planning, procurement, and implementation of each component of the MES Project. Currently, there are 21 months allocated for the SI Project DDI.

A. Provide RFP requirement recommendations for the SI to hold other "module contractors" or Agency contractors and partners accountable for meeting scope, schedule, and quality expectations during the MES integration and onboarding process

B. Provide lessons learned from previous projects that have affected the Respondent's Schedule Management methodology, standards, and/or tools

4.2.6 Transferability

It is expected that any system, framework, platform, or service provided or created by the SI will be fully transferrable to the Agency or another entity at the end of the contract term.

It is the Agency's intent to continue to use the SI solution for the foreseeable future. Due to State procurement regulations, the Agency will have to pursue future SI takeover or transfer procurements. If the incumbent SI Contractor is not successful in the re-procurement, the SI solution must be transferrable.

A. Provide recommended RFP requirements to ensure a successful transfer of the Respondent's integration platform to another Contractor or to the Agency, at the end of the contract

B. Provide lessons learned from previous projects that have affected the Respondent's approach to the transfer of your SI Solution to the Agency or another Contractor

4.3 Additional Information and Innovation

A. Provide current, in-development, or future planned value-add components and/or services not addressed in this RFI

4.4 Acronyms and Abbreviations

Standard acronyms and abbreviations listed within Medicaid and Health and Human Services Projects and their industry-accepted definitions.

Acronym / Term	***Definition***
BC/DR	Business Continuity / Disaster Recovery
CMS	Centers for Medicare & Medicaid Services
DDI	Design, Development, and Implementation
MES	Medicaid Enterprise System
AL	Alabama
API	Application Programming Interface
CARES E&E	Alabama Program – Eligibility and Enrollment
NTT DATA	NTT Data Services, LLC
DGO	Data Governance Office
DSS	Decision Support System
EDW	Enterprise Data Warehouse
ESB	Enterprise Service Bus
EVV	Electronic Visit Verification
FTE	Full Time Employee
FY	Fiscal Year
KPI	Key Performance Indicator
MARS	Management Administrative Reporting Subsystem
MEVV	Modular Electronic Visit and Verification
MFA	Multi-Factor Authentication
MITA	Medicaid Information Technology Architecture
AMMIS	Alabama Medicaid Management Information System (Legacy)

Acronym / Term	*Definition*
T-MSIS	Transformed Medicaid Statistical Information System
ODS	Operational Data Store
MES PMO	Program Management Office
RFI	Request for Information
RFP	Request for Proposal
SI	System Integrator
SLA	Service Level Agreement
SSA	Social Security Administration
SSO	Single Sign-On
SUR	Surveillance Utilization Review
USB	Universal Serial Bus